| Monthly Technology Meeting | | July 27, 2017 |
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| In attendance: | Adam Kurowski, IT | Presenter: Patti Brennan, IT |
| Doreen Piacitelli, Weatherization | Amy Quinn, Planning | Jean Smith, Cemetery |
| Fran Reidy, Selectmen | Charlotte Milan, DPW | John Kelley, Fire |
| Mary Dallas, Assessor | Maura Deedy, Library | Liz Dellanno, Library |
| Amy Fidalgo, Town Manager | Natasha Waden, Health | Julie Wayman, Planning |
| Laura Munsey, Health | Elena Bartholomew, Police | Rich Viscay, Comptroller |

- **Presentation about InvoiceCloud for online payments**
    - o Patti Brennan presented her knowledge about InvoiceCloud, the Town's newly implemented online payment system.
    - o Integration exists and is available online for Real Estate, Personal Property, and Motor Vehicle Excise bill payments
    - o Patti showed examples of front end bill payment and functionality
    - o Patti showed examples of back end bill configuration and processing
    - o Patti presented an outline for gathering input from interested staff and departments that will help them better understand their needs and help IT organize and prioritize use cases.
    - o The group discussed several important topics related to:
        - ▪ Timeline for when new use cases could be implemented
            - ▪ The timeline is still unclear, as Munis implementation is still top priority and much has to be done to clearly define each of these use cases
        - ▪ How fees work and where the money goes
            - ▪ Fees can be setup in various ways and can change based on a credit card versus electronic check payment
            - ▪ All fees go to InvoiceCloud and pay for the system's license and maintenance.
        - ▪ How printed receipts work
            - ▪ A word document is configured to create a printable product and can be printed out on a full sheet of paper
        - ▪ In-office payment terminals
            - ▪ We don't yet have any of those, but will most likely be swipe card machines. These machines read the card's number to help staff with the online payment data entry
        - ▪ Developing a use case summary
            - ▪ Adam and Patti will put together a list of questions, possibly in an online form format, so that folks to write up their online payment use case. These submissions will be used in the future to further describe the requirements of the payment process and to prioritize the use cases for implementation purposes.
    - o Next steps
        - ▪ Adam and Patti to compile a questionnaire to help staff summarize their online payment use cases
        - ▪ Staff to summary their use cases and submit to the online form